

Meeting Minutes

Virtual Stakeholder Meeting to Examine an Electricity Affordability Program for Dominion Energy South Carolina's Low-Income Customers

Meeting Date: December 14, 2021

Attendees: A list of attendees is attached as **Exhibit A**.

Agenda: The meeting agenda is attached as **Exhibit B**.

Meeting started at 3:00 PM.

A. Introduction

- Michael Anzelmo, partner at McGuireWoods LLP and outside counsel for Dominion Energy South Carolina, Inc. ("DESC" or "Company"), greeted the stakeholder group. He then introduced Ms. Ella Hochstetler, Director of Regulatory and Pricing at Dominion Energy Ohio ("DEO"), and Ms. Cristina Freeman, Customer Assistance Manager at DESC. Mr. Anzelmo provided the group with a meeting agenda and turned the discussion over to Ms. Hochstetler and Ms. Freeman to begin their presentations.

B. Percentage of Income Payment Program ("PIPP") overview (presented by Ms. Hochstetler of Dominion Energy Ohio)

- Ms. Hochstetler's presentation provided an overview of the DEO PIPP program. Her presentation is attached as **Exhibit C**. Her presentation addressed, among other things, Ohio's legislative authorization of the program, how the program is administered, and the program's cost sharing mechanism that impacts customers not participating in PIPP.

- Ms. Hochstetler noted that Ohio's program may be subject to change due to additional funding provided by the American Rescue Plan Act of 2021.
- Ms. Hochstetler also discussed how DEO coordinates the program with the Ohio Department of Development. Ms. Hochstetler advised the stakeholder group of the administrative portions of the program, including the various reports that DEO must provide to the Department on an ongoing basis.
- Ms. Hochstetler then discussed the program's specifics. She noted that the Ohio PIPP offers a wide array of potential assistance solutions, but the breadth of solutions creates challenges for the customer and DEO customer service representatives to identify the right program that best fits the needs of the customer. For instance, PIPP may not be the best assistance fit for the customer, and the customer would be better served utilizing the assistance available in an existing DEO program.
- Ms. Hochstetler discussed the various programs that help customers transition from the PIPP to the Graduate PIPP and then to DEO's standard payment schedules.
- Ms. Hochstetler's then provided an overview of the annual process for updating DEO's PIPP rider to address the cost recovery for the cost of the PIPP.

C. DESC assistance programs (presented by Ms. Freeman for DESC)

- Ms. Freeman highlighted some of DESC's current customer assistance programs and discussed the following programs that provide assistance to DESC's low-income customers: energy assistance programs; value-added

services; financial assistance programs; and community outreach efforts.

Her presentation is included in **Exhibit C** beginning with Slide 15.

- Ms. Freeman then provided an overview of DESC's customer service team and how it helps low-income customers enroll in one or more of the Company's several assistance programs.
- Next, Ms. Freeman provided an overview of the Company's assistance programs, which include: Low Income Home Energy Assistance (LIHEAP); EnergyShare by Dominion Energy; the Good Neighbor Fund; and the SC Stay Plus program.
- Ms. Freeman also discussed the Company's methods for promoting its customer assistance programs through traditional advertising media, social media advertising, general marketing campaigns, direct-to-consumer advertisements, and communications via the Company's website.
- Ms. Freeman ended her presentation by highlighting the many statewide community engagement events that the Company participated in 2021.

D. Legislative issues related to developing a PIPP in South Carolina (presented by Mr. Anzelmo)

- Mr. Anzelmo stated that, under existing South Carolina law, creation of a PIPP would require the General Assembly to pass authorizing and implementation legislation before the Public Service Commission could authorize a PIPP.

- This legislative approval is consistent with the Ohio and Virginia PIPP programs. Both states required multiple legislative acts to create, implement, and refine the PIPP program.
- Mr. Anzelmo also reminded the group that developing a PIPP in South Carolina will not be a DESC specific issue, as a South Carolina PIPP will impact all regulated utilities.

E. Update regarding the \$15 million that DESC will provide to the South Carolina Office of Economic Opportunity (OEO), as required by Paragraph 20 of the Settlement Agreement (presented by Mr. Chad Burgess)

- Mr. Burgess, Managing Counsel, provided a status update regarding the \$15 million that DESC must provide to the OEO.
- The OEO is working to obtain the legislative approval to accept the funds and how to best integrate the funds into the OEO programs to best utilize for the intended purpose.

F. Group Questions and Discussions

- The group then moved into a question and discussion session. Mr. Anzelmo suggested that the group use this time to ask questions of both Ms. Hochstetler and Ms. Freeman. He also stated that he and Mr. Burgess will help answer any questions.
- Mr. Eddy Moore of the Coastal Conservation League (“CCL”) noted the existence of a PIPP in Virginia and that the program is structured like the Ohio program. He then asked if the Virginia program required a state agency to complete the income verification part of a PIPP application.
 - Mr. Anzelmo responded that both the Ohio and Virginia programs require the respective state agency complete the income verification part of a PIPP application. He then stated that both the Virginia and Ohio programs are statutorily created programs and that the legislature will be needed to implement a cost-shifting program in South Carolina.
 - Mr. Anzelmo also summarized the legislative process that led to the Virginia program. He noted that the program required multiple rounds of legislation.
- Mr. Moore also asked for more clarification regarding the status of the \$15 million that DESC will provide to the OEO as a part of the Settlement Agreement. Mr. Moore commented that the CCL really appreciates that DESC will provide the \$15 million, as it will mean a lot to the state’s low-

income residents. Mr. Moore then asked whether the OEO can accept and spend the funds without approval from the General Assembly.

- Mr. Burgess stated that OEO advised it cannot accept the \$15 million without approval from the South Carolina General Assembly. Thus, the OEO must participate in the budgeting process like all other state agencies and that acceptance of the funds cannot occur until the start of the OEO's new fiscal year, which begins on July 1, 2022, should the General Assembly authorize the acceptance in the appropriations act.
- Mr. Burgess stated that the OEO has made a request to the General Assembly to accept and spend the funds, but a decision about the request will not be provided until next year's budget has been approved.
- Mr. Burgess also stated that OEO has communicated that it has begun developing a process to use the funds.
 - Ms. Freeman stated that she does not have any updates beyond what Mr. Burgess provided but noted that OEO staff have been receptive to working with DESC on this issue.
 - In response, Mr. Moore commented that the approval timeline seems to provide the stakeholders with ample time to comment on the OEO process.
 - Mr. Anzelmo stated that, despite the July 1, 2022 start of OEO's fiscal year, the budgetary

process in the General Assembly starts early in the legislative session as it moves to budget votes in March 2022, which likely shortens the Stakeholders' time to comment.

- Mr. David Neal, attorney with the Southern Environmental Law Center, commented that Duke Energy's programs, like the North Carolina Helping Home Fund, may provide a roadmap for developing a similar program in South Carolina.
- Mr. Neal then stated that, based on his research, the Ohio program was originally borne out of 1980s order from the state's public utility commission. He then offered to provide that order to the group.
 - In response, Mr. Anzelmo noted that the Ohio Supreme Court eventually struck down that order because parts of the order, including those addressing cost recovery, exceeded the Ohio public service commission's authority.
- Mr. Neal then stated that he may have other examples of PIPPs that did not require legislative action and that he would provide those examples once identified.
- Mr. Moore commented that South Carolina's anti-discrimination statute relates to "unreasonable" preferences or differences.
 - Mr. Anzelmo stated that the General Assembly has specifically authorized utilities to implement programs that result in cost shifting and used the electric DSM programs (S.C. Code Ann. § 58-37-20).

- Mr. Anzelmo reminded the group that any proposed PIPP will affect all utilities, thus further requiring the need for legislative action.
- Mr. Roger Hall, Deputy Consumer Advocate for the South Carolina Department of Consumer Affairs, asked why the Ohio PIPP is identified as a government program.
 - Mr. Anzelmo stated that this is because the Ohio Department of Development administers certain aspects of Ohio's PIPP. For example, DEO does not get involved in the income verification process as that is left to the Department of Development. Ms. Hochstetler then summarized the delineation of duties between DEO and the Department of Development.
- Gretchen Pool, with the South Carolina Office of Regulatory Staff, asked if Ohio PIPP participants must participate in federal government energy programs.
 - Ms. Hochstetler stated that PIPP participants must participate in federal government energy assistance programs in order to qualify for PIPP.
- Mr. Hall inquired how the legislative process would proceed if the General Assembly were to start the process of enacting PIPP enabling legislation.
 - Mr. Anzelmo responded that there are at least two legislative actions resulting from the settlement. First, the General Assembly must act to allocate the \$15 million to the OEO. Second, the stakeholder group must evaluate whether it—given the abundance of energy

assistance funds currently available to low-income customers and that PIPP will add a new rate rider to customer bills—is the right time to approach the legislature about creating a PIPP. Mr. Anzelmo reminded the group that legislation would be needed to create, implement, and administer a South Carolina PIPP.

G. Next steps and follow up:

- Mr. Burgess stated that the Settlement Agreement requires DESC to open a docket with respect to this stakeholder process and all related documents must be filed to that docket.
- Mr. Anzelmo suggested that the group provide comments and feedback regarding this meeting by January 10, 2022. He stated that this should provide time to allow the group to move towards scheduling a second meeting.

H. General discussion and questions:

- Mr. Hall requested a copy of the presentation. Mr. Anzelmo stated that DESC will forward a copy to all group members.

Meeting Adjourned at 3:58 PM.

EXHIBIT A

List of Attendees

Name	Email Address	Organization Represented
Adam Protheroe	adam@scjustice.org	SC Appleseed
Andrew Bateman	abateman@ors.sc.gov	Office of Regulatory Staff
Ben Garris	beng@scccl.org	Coastal Conservation League
Chad Burgess	chad.burgess@dominionenergy.com	Dominion Energy SC
Christopher Huber	chuber@ors.sc.gov	Office of Regulatory Staff
Connor Parker	cparker@scconsumer.gov	SC Department of Consumer Affairs
Cristina Freeman	cristina.freeman@dominionenergy.com	Dominion Energy SC
Dave Rogers	david.rogers@sierraclub.org	Sierra Club
David Neal	dneal@selcnc.org	Southern Environmental Law Center
Eddy Moore	eddy@sccl.org	Coastal Conservation League
Ella Hochstetler	ella.r.hochstetler@dominionenergy.com	Dominion Energy Ohio
Emily W Medlyn	emily.w.medlyn.civ@mail.mil	US Army Corps of Engineers
Emma Clancy	eclancy@selcsc.org	Southern Environmental Law Center
Frank Knapp	fknapp@scsbc.org	Small Business Chamber of Commerce
Gretchen Pool	gpool@ors.sc.gov	Office of Regulatory Staff
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Sarah Wilhite	swilhite@ors.sc.gov	Office of Regulatory Staff
Scott Elliott	sellott@elliottlaw.us	SC Energy Users Committee / Elliott & Elliott
Stephanie U. Eaton	seaton@spilmanlaw.com	Walmart / Spilman Thomas & Battle

Exhibit B

Meeting Agenda

PIPP Stakeholder Meeting
December 14, 2021 at 3 p.m. EST

Agenda

1. Welcome
2. Introductions of Presenters
3. PIPP overview:
 - a. Ella Hochstetler, Director of Regulation and Pricing, Dominion Energy Ohio
 - b. Ella will present an overview of the Dominion Energy Ohio PIPP program, including legislative authorization for the program, how the program is administered, and the cost sharing associated with the PIPP.
4. DESC assistance programs:
 - a. Christina Freeman, Manager of Customer Assistance, Dominion Energy South Carolina
 - b. Christina will explain DESC's current customer assistance programs, value-added services, energy assistance programs, and community outreach efforts offered by the Company to the most vulnerable customers.
5. Legislative involvement
6. Discuss \$15 million administered by SC OEO
 - a. OEO acceptance of funds without impacting federal weatherization allocations
 - b. OEO does need approval from the SC General Assembly to accept the funds
 - c. OEO currently working on how to integrate the funds
7. Next Steps
 - a. Comments and feedback from stakeholders by January 10, 2022
 - b. Second meeting 30-45 days from then to discuss legal issues/requirements

Exhibit C

Presentation

Dominion Energy South Carolina, Inc. (DESC)

Dominion Energy Ohio – PIPP (Percentage of Income Payment Plan Plus)
Electricity affordability program

December 14, 2021



Dominion
Energy[®]

PIPP (Percentage of Income Payment Plan Plus) Program Background

- Created in Ohio in 1983
- Regulated gas and electric companies are required to accept payments based on a percentage of their household income for eligible customers
- PIPP programs vary by regulated company but comply with State law unless waivers are granted
- The program continues to evolve and change during the rule review process
- Coordination takes place with the Ohio Department of Development (ODOD)

Program Eligibility

- Household income at or below 150 percent of the federal poverty guidelines (excluding wages and salary earned by dependent minors under 18 years old)
- Primary heat source is electric or natural gas from a regulated company
- Apply for Energy Assistance and Weatherization

Program Payment Structure

Gas Heated

\$10 or 5% of your household income for gas and the same amount for electric, which ever is greater

Electric Heated

10% of household income, not eligible for gas PIPP in addition

The Public Utility Commission of Ohio (PUCO) determines gas rules, ODOD determines electric rules

Incentive Crediting

Delta Credits

On time payment results in the difference between payment amount and bill amount being credit to the account. If current charges are less than payment amount the payment amount is still due and there is no delta credit.

Arrearage Crediting

On time payments result in a 1/24th credit of the account arrearages when enrolling in PIPP. Twenty-four on time payments will eliminate outstanding balance.

Incentive Crediting (continued)

- If the customer fails to make the plan payment on time or in full by the due date, their current charges become part of their account arrearages and they lose all crediting associated with that bill
- If 12 on-time payments made prior to the anniversary date, the arrearage credit amount remains the same
- If 12 on-time payments are **not** made prior to the anniversary date, a new 1/24th arrearage credit amount is determined on the customer's anniversary date for the next 12-month period provided they remain eligible for the plan

Incentive Crediting (continued)

Bill messaging associated with incentive for on time payment

Cycle 04	
Summary of Payment Due	
Current PIPP Plus Amount	43.00
Total Payment Due by December 31, 2018	\$43.00
Your PIPP Plus anniversary is 11/19/2019.	
This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.	
You must re-verify your income by 11/20/2018 to stay on PIPP Plus.	
If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.	
To receive an On Time Balance Reduction of \$268.01, we must receive at least \$43.00 by 12/31/2018. Remember, timely payment of bills ensure your continued gas service.	

Following month bill showing credit earned

Cycle 04			For question
Credits and Charges Since Your Last Bill			
Balance from Last Bill		\$3,244.08	
Payment on Jan 2, 2019 - Thank You		43.00	CR
On Time Balance Reduction Credit		268.01	CR
Balance		\$2,933.07	
Current Charges			

Breakout of credit and tracking in billing system

Plan Amount	Total Payment Amount	Complied	Current Bill Amount	Delta Credit	Arrears Credit	Balance Reduction Applied	A
43.00	43.00	<input checked="" type="checkbox"/>	177.69	134.69	133.32	268.01	

Additional Rules

- Annual reverification
- Customer is required to report changes in annual income or household size when they occur
- Customer must make all 12 plan payments
- The account must be in an individual name
- Account holder must reside at the premise
- Customer must remain income eligible
- No credits will apply if Non-Sufficient Funds or Theft of service occurs

Additional Rules

- Energy assistance dollars are used to reduce the account arrearages and do not reduce any past due plan amounts
- HEAP (Home Energy Assistance Program) dollars are shared between gas and electric
- If using emergency-HEAP it **does** apply to past due plan amounts, but no incentive crediting occurs when these are made good

Budget, Budget +12 or PIPP?

Family / Household	Ohio PIPP Eligibility 150% of Poverty (annual) **	Ohio PIPP Eligibility 150% of Poverty (monthly) **	Max Payment based on 5%			
1	\$19,320	\$1,610	\$81			
2	\$26,130	\$2,178	\$109			
3	\$32,940	\$2,745	\$137			
4	\$39,750	\$3,313	\$166			
5	\$46,560	\$3,880	\$194			
6	\$53,370	\$4,448	\$222			
7	\$60,180	\$5,015	\$251			
8	\$66,990	\$5,583	\$279			
for each additional add	\$6,810					

** Total gross household income excluding wages and salary earned by dependent minors under 18 years old

DEO's average budget is currently \$81

Graduate PIPP Program

- The customer is no longer eligible, or they choose to leave the PIPP program they can participate in the Graduate PIPP program for 12 months
- The plan amount is the average of the budget and PIPP amounts
- They must be current with the PIPP plan amount when dropping
- Graduate PIPP is offered on next two bills they must join during this period to get the full 12 months benefit
- If they join after the second month, they only can earn the remaining credits and not twelve months worth of credits
- If they do not elect Graduate PIPP, they look like a regular customer and owe any arrears if applicable

Post PIPP Program

- Offered to PIPP customers that final and no longer have an account and a balance due remains
- The Post PIPP amount is 1/60th of the balance
- When payment is made on-time they receive a 1/12th credit of final account balance
- They continue to receive bills until balance is eliminated or 12 months of billings whichever comes first
 - If payments are made on time, the balance is usually resolved in 10 months

Program Rider Overview

The unrecovered deferred PIPP balances include the following:

- Pre-PIPP arrearage balances
- Post-PIPP balances in arrears over 12 months
- Delta and Arrearage Credits earned
- Charge off dollars associated with PIPP accounts
- Carrying costs on unrecovered dollars
- Costs paid to the Ohio Department of Development for eligibility/reverification

Program Rider Overview (continued)

- The rider rate is updated annually and applied to all customers within the class, it is a volumetric rate
- The average Dominion Energy Ohio residential gas customer has paid slightly more than \$5 annually on average the past five years to support this program

Existing Energy Assistance Programs



- Block Grant allocated to states
- Congress appropriates funds annually
- Assists low- income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, to help meet their immediate home energy needs
- Administered by SC OEO/community action agencies
- **2019- \$45.4M**
- **2020- \$42.7M**
- **2021 -\$44.7M, plus \$4.8M**
- **2022- \$45M**



- Introduced in 2020
- Funded through Shareholder dollars and voluntary contributions
- Assists DESC residential customers who need help with their electric or gas bill
- Can work in tandem with LIHEAP or as stand-alone assistance
- Administered by SC OEO/community action agencies
- **2020 -\$885K**
- **2021 - \$115K**
- **2022 = \$15M*, \$1M**



GOOD NEIGHBOR FUND

- Introduced 1982
- Funded through voluntary employee, retiree contributions / annual DE foundation grant
- Registered 501c3 non-profit
- Provides temporary financial assistance to households within DESC's service area
- Assists with rent/mortgage, food, medical bills, prescriptions, clothing and other basic needs, excluding utilities.
- Provide food and toys annually during the holidays (appx 1025 food boxes and hundreds of toys)
- **2019 - \$176,574**
- **2020- \$150,227**
- **2021 - \$45,594**



- Federally funded program (ERA1 –Dec 2020) (ERA 2- March 2021)
- SC General Assembly made funds available in April 2021
- Assists renter households financially impacted by Covid-19 in 39 SC counties (SC Stay Plus)
- ERAP- 7 counties received separate federal funds (\$74M)
- Provides up to 12 months of past due rent and utilities, plus up to 3 additional months of future payments.
- Collaborative effort between SC Housing Authority and other utilities in SC to directly apply assistance funds to eligible customers.
- **2021- \$346M (ERA 1)**
- **2021 - \$273 M (ERA 2)**

Dominion Energy South Carolina

Traditional Media:

- News releases, including joint news release with SC Housing
- Media advisories promoting in-person assistance opportunities

Social Media:

- SC targeted, paid social media campaigns on Facebook and Twitter, June – Sept.
- Engaged and shared organic social posts promoting SC Stay Plus from SC Housing and other community partners

Marketing/Advertising:

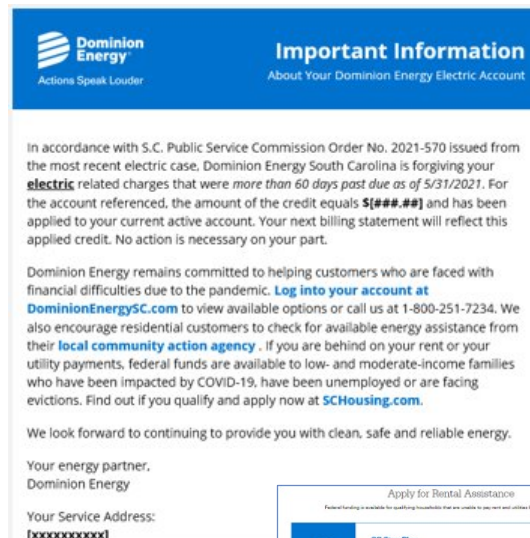
- "We're Here to Help" marketing campaign, June – Sept.
- Customer assistance PSA, month of Sept.

Direct-to-Customer:

- Monthly e-newsletters
- Targeted email to reach impacted customers in arrears
- Bill messaging

Website:

- SC Stay Plus information
- Community event calendar



Dominion Energy
Actions Speak Louder

Important Information
About Your Dominion Energy Electric Account

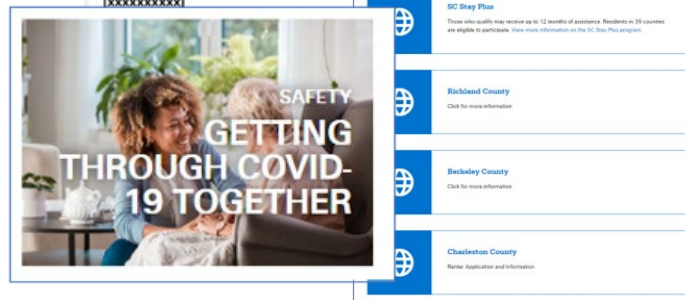
In accordance with S.C. Public Service Commission Order No. 2021-570 issued from the most recent electric case, Dominion Energy South Carolina is forgiving your **electric** related charges that were *more than 60 days past due as of 5/31/2021*. For the account referenced, the amount of the credit equals \$[###.##] and has been applied to your current active account. Your next billing statement will reflect this applied credit. No action is necessary on your part.

Dominion Energy remains committed to helping customers who are faced with financial difficulties due to the pandemic. [Log into your account at DominionEnergySC.com](#) to view available options or call us at 1-800-251-7234. We also encourage residential customers to check for available energy assistance from their **local community action agency**. If you are behind on your rent or your utility payments, federal funds are available to low- and moderate-income families who have been impacted by COVID-19, have been unemployed or are facing evictions. Find out if you qualify and apply now at [SCHousing.com](#).

We look forward to continuing to provide you with clean, safe and reliable energy.

Your energy partner,
Dominion Energy

Your Service Address:
[REDACTED]



SAFETY GETTING THROUGH COVID-19 TOGETHER

Apply for Rental Assistance
Federal funding is available for qualifying households that are unable to pay rent and utilities because of COVID-19.

SC Stay Plus
Those who qualify may receive up to 12 months of assistance. Residents in 39 counties are eligible to participate. View more information on the SC Stay Plus program.

Richland County
Click for more information

Beckley County
Click for more information

Charleston County
Review Application and Information

Dominion Energy South Carolina

Community Engagement Events

Through Nov 30, 2021

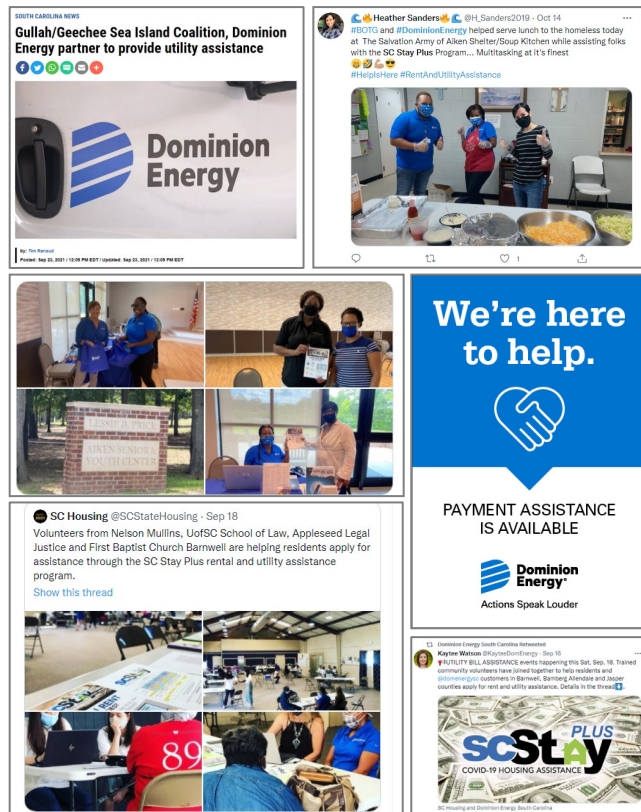
- **216** total community engagement events
- **27** SC counties/areas reached
- **5** events specific to SC Stay Plus
 - 400+ attendees

First-time Events

Directly reaching **465+ attendees**

- Main Street Latin Festival
- Gullah Geechee Energy Day
- Hispanic Heritage Month Kick-off
- Latin American Festival

**Reached 15,000+ individuals
and families in 2021.**



QUESTIONS?